



CAMPBELL  
STEPHENSON  
ASCOLESE LLP

erw 2151  
4807 Spicewood Springs Road  
Building 4, Suite 201  
Austin, Texas 78759  
T: 512-439-5080  
F: 512-439-5099  
Docket No.: SBL0012US

March 22, 2005

Mail Stop Amendment  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313-1450

Re: Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION QUEUING USING  
ROUTING AND ESCALATION RULES  
Serial No.: 09/895,456  
Examiner: Marie C. Ubiles  
Docket No.: SBL0012US Filed: June 29, 2001  
Group Art Unit: 2151

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate);
- (3) Response To Non-Final Office Action (15 pages);
- (4) Petition for Extension of Time (1 page).



No additional fee is required.

The fee has been calculated as shown below:

**CLAIMS AS AMENDED**

	Claims Remaining <u>After Amendment</u>		Highest No. Previously Paid For		Present <u>Extra</u>		Rate		Additional Fee
Total Claims	32	Minus	36	=	0	x	\$ 50.00	\$	0.00
Independent Claims	4	Minus	4	=	0	x	\$200.00	\$	0.00
<input checked="" type="checkbox"/> Fee for Request for Extension of Time (one-month)						x		\$	<u>120.00</u>
<b>Total additional fee for this Amendment:</b>						x		\$	<u>120.00</u>

Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.

Please charge our Deposit Account No. 502306 in the amount of 120.00

Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.

Total: 120.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on March 22, 2005.

3/22/05

Attorney for Applicants  
Date of Signature

Respectfully submitted,

Samuel G. Campbell III  
Attorney for Applicants  
Reg. No. 42.381